

Figure 1

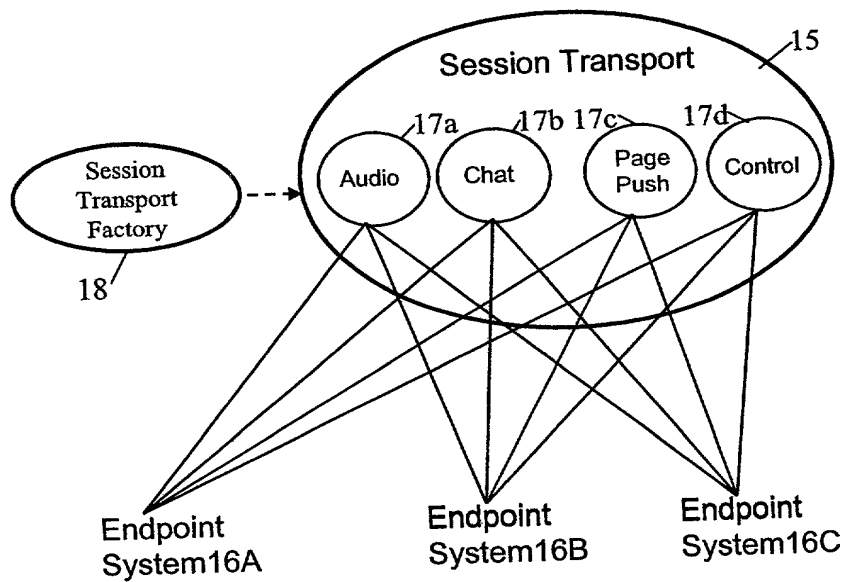


Figure 2

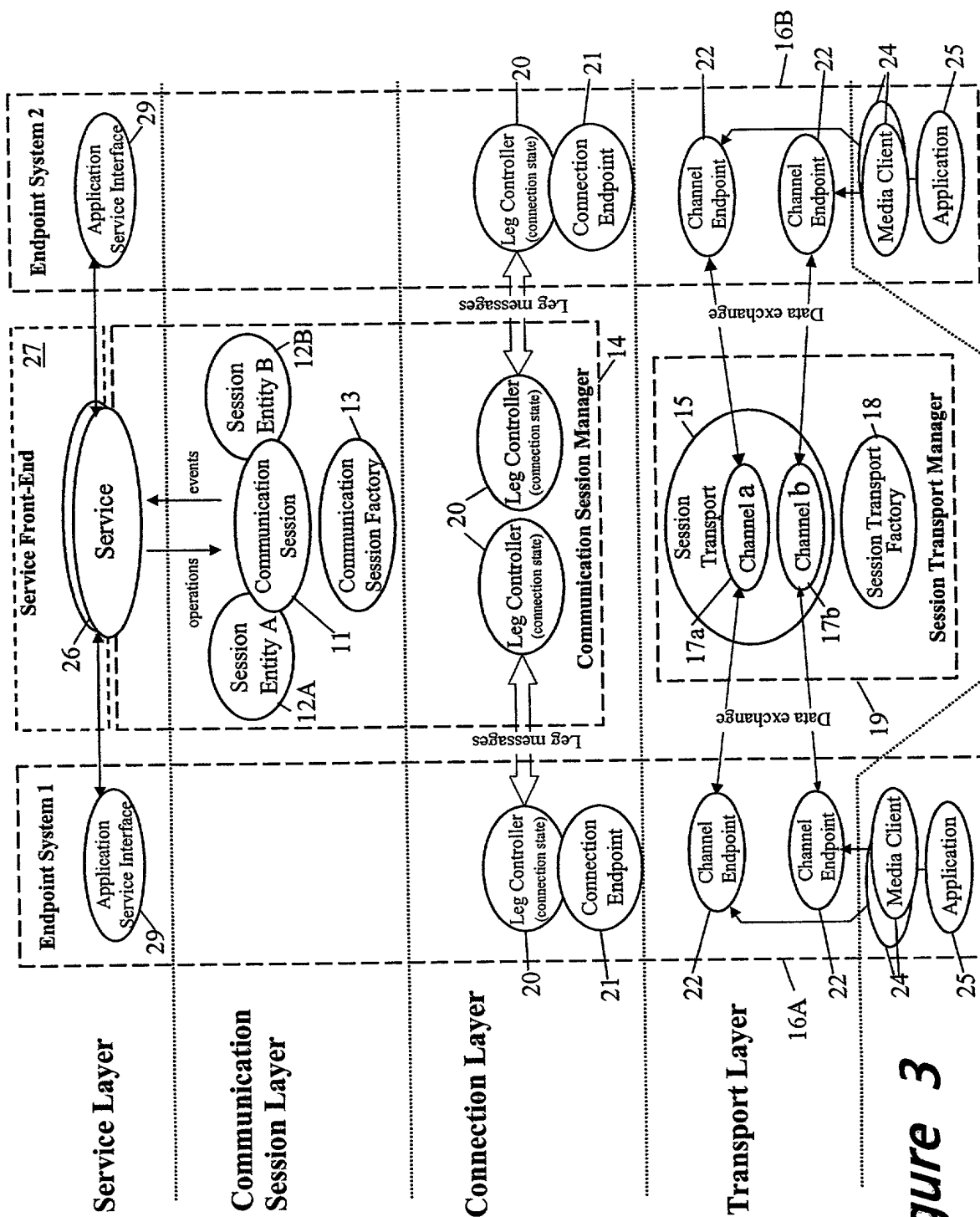


Figure 3

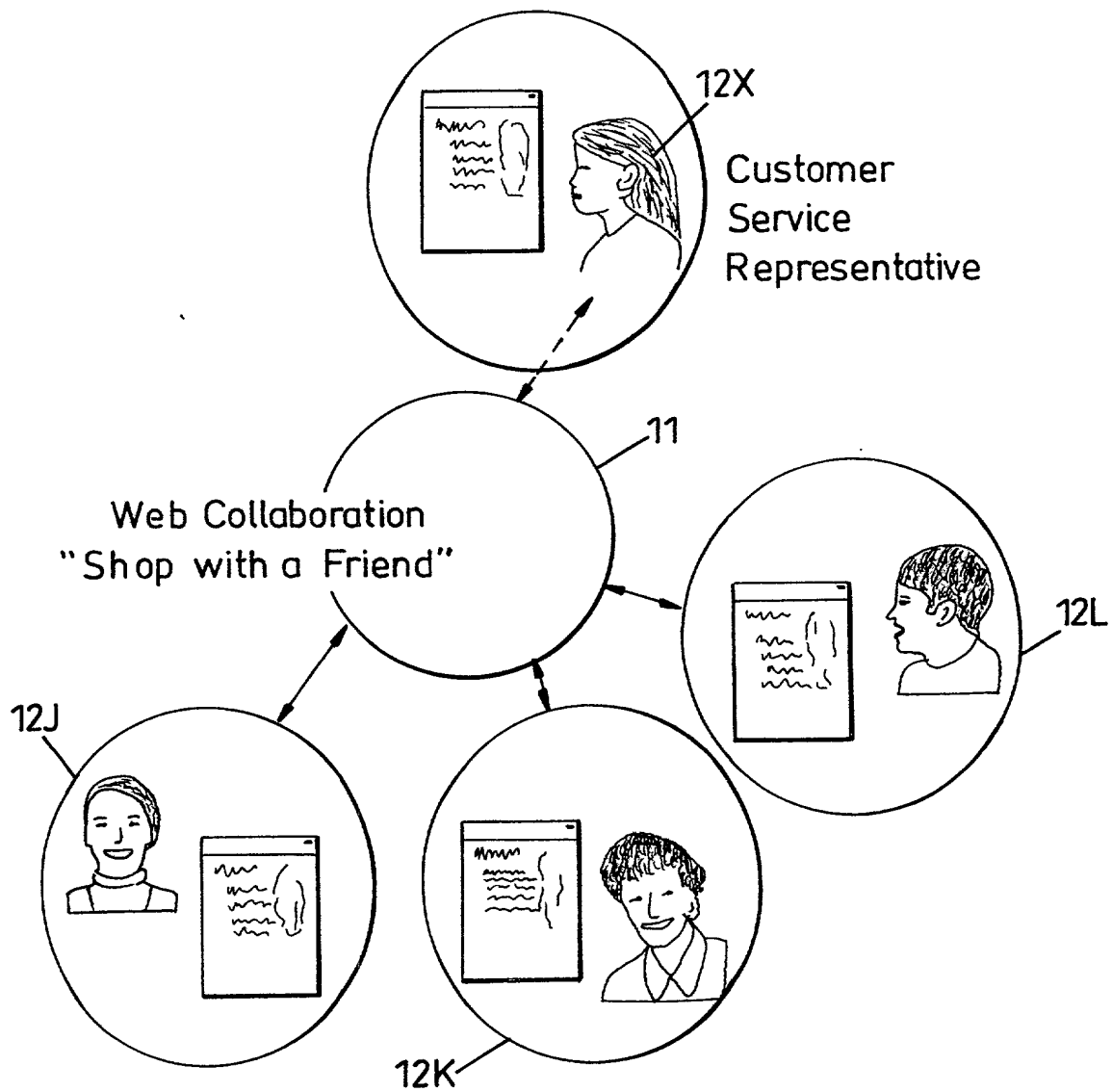


Fig. 4

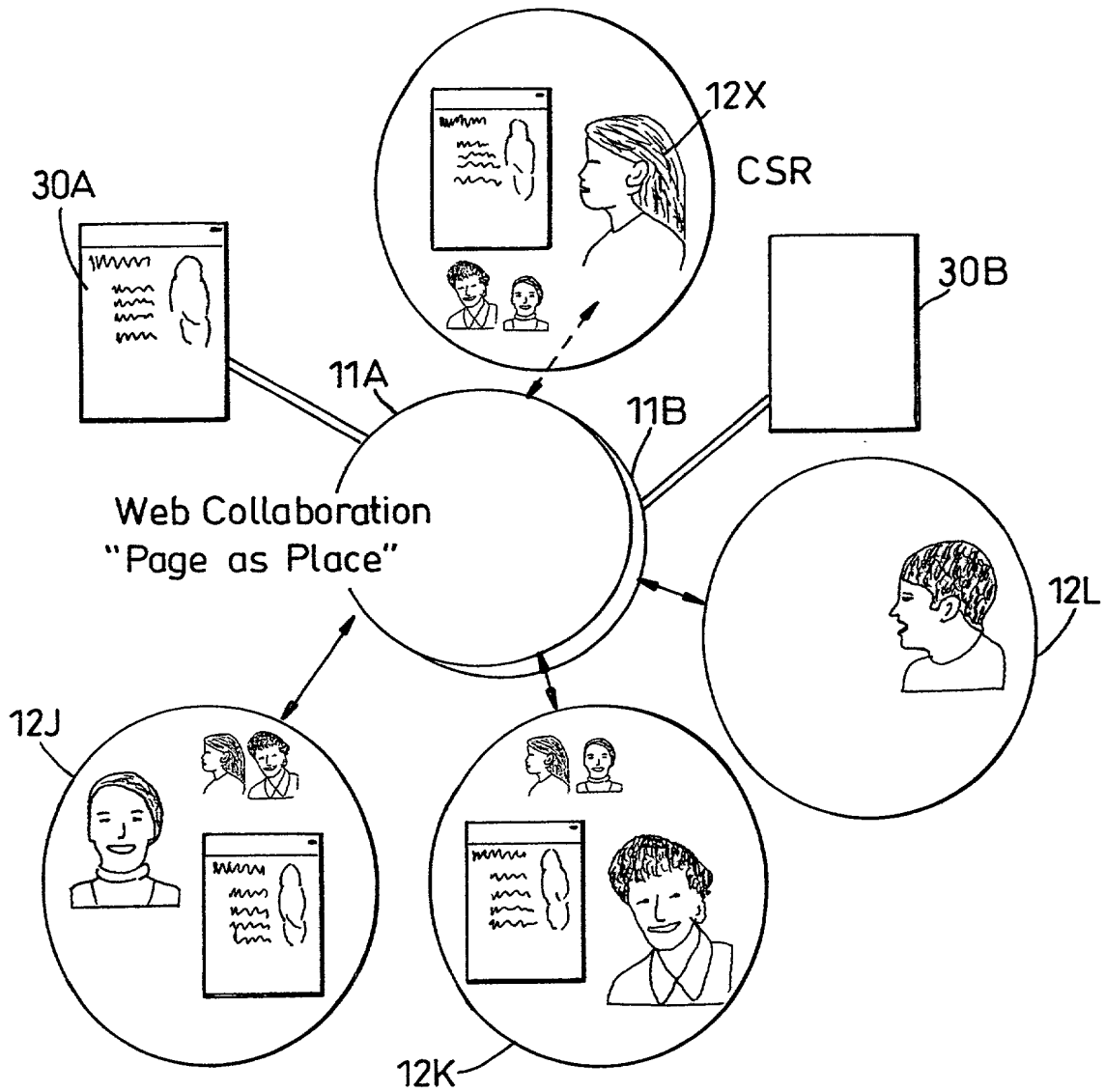


Fig. 5

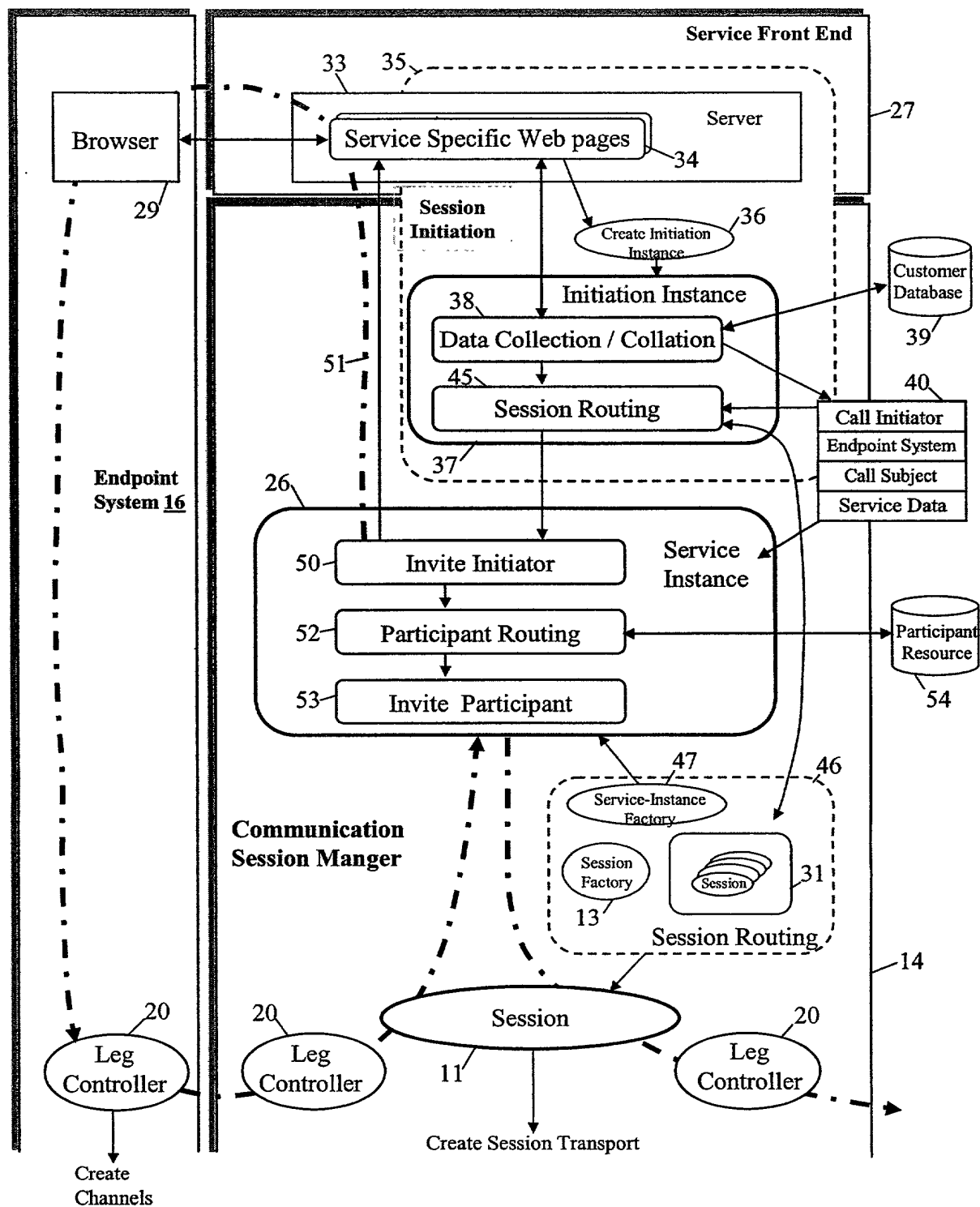


Figure 6

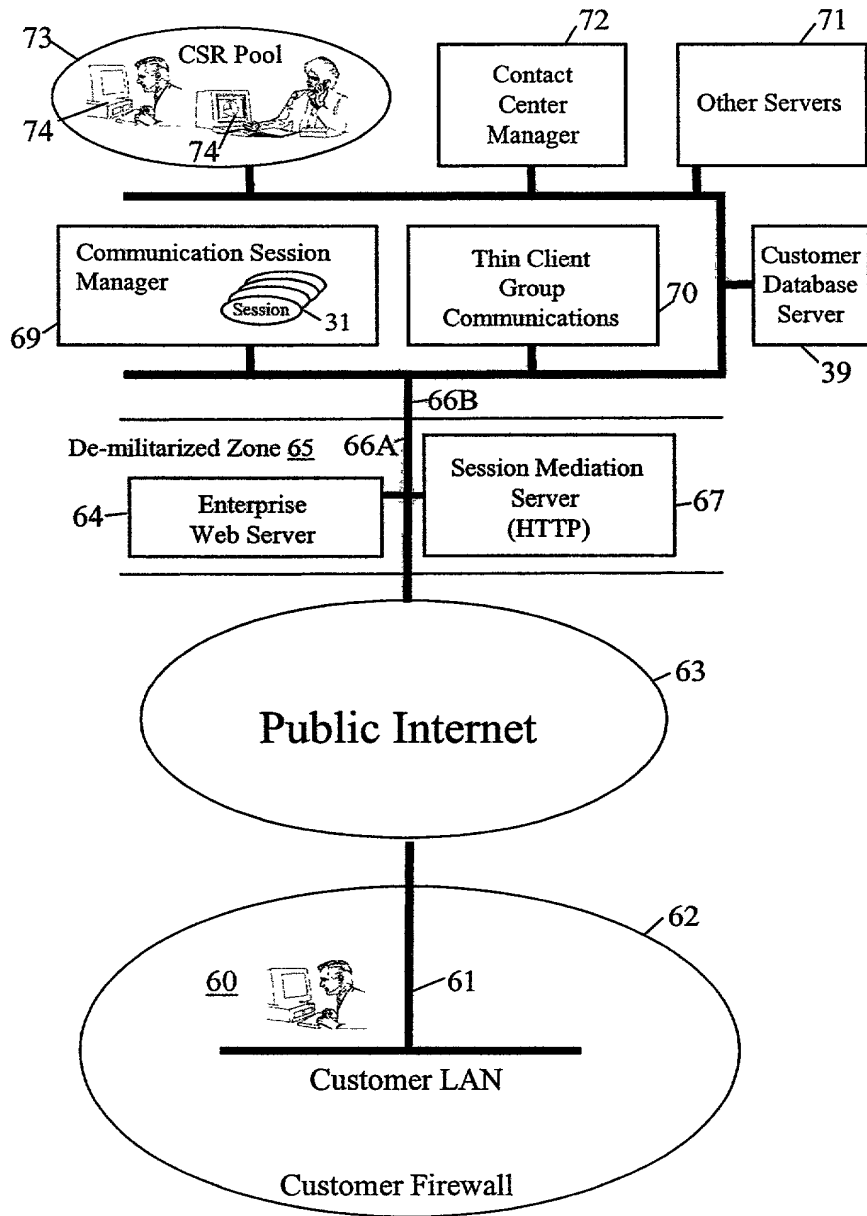


Figure 7

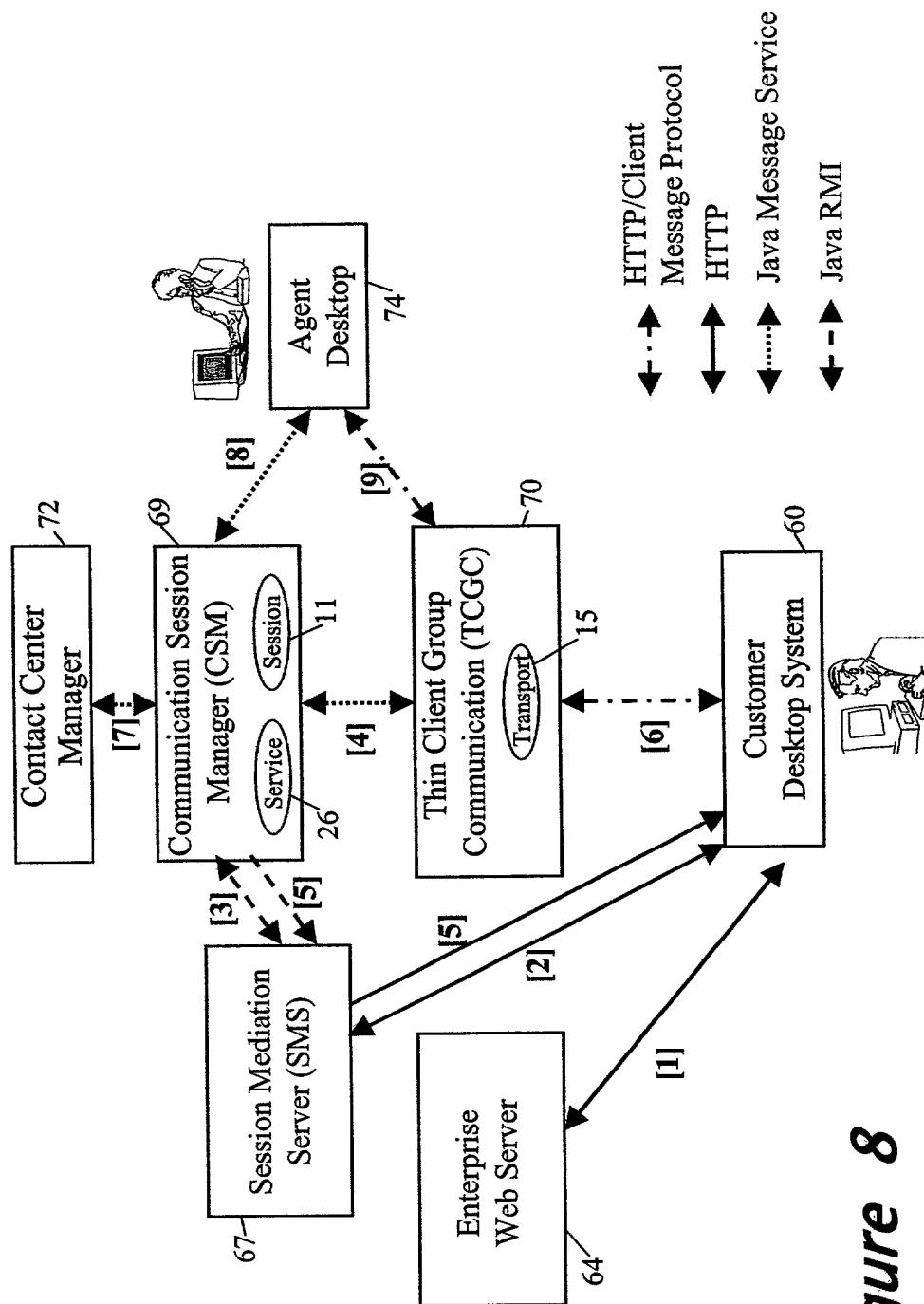
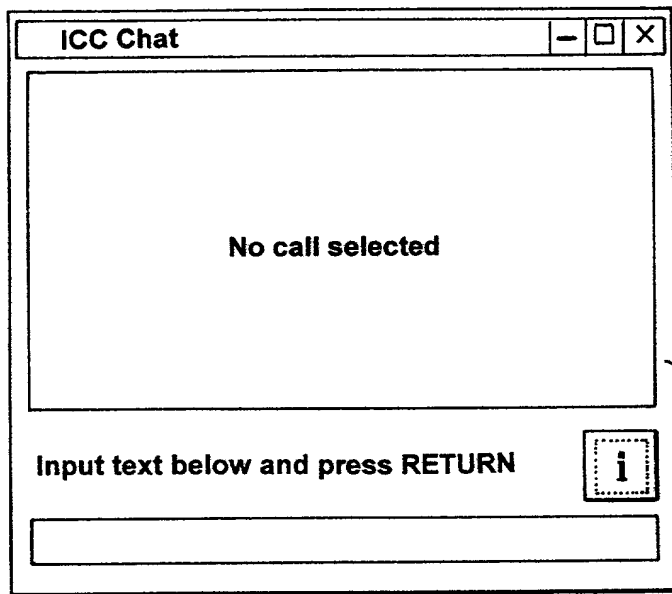


Figure 8

87

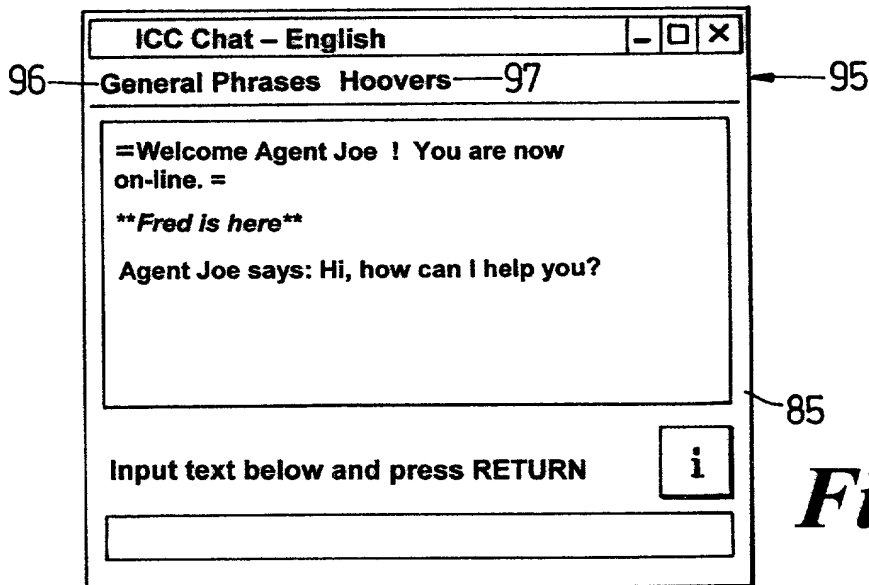
33

FIG. 10



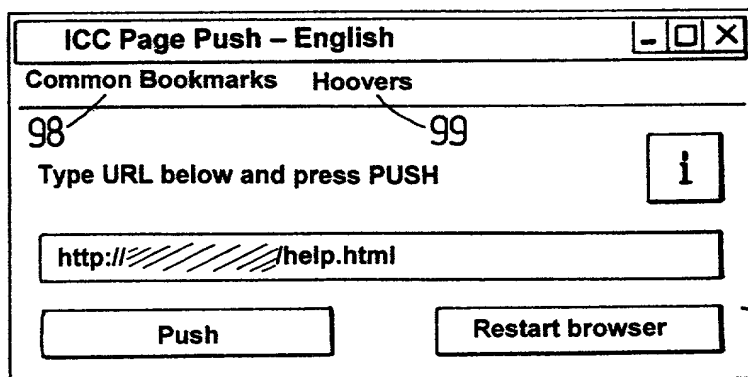
85

Fig. 10



85

Fig. 11



86

Fig. 12

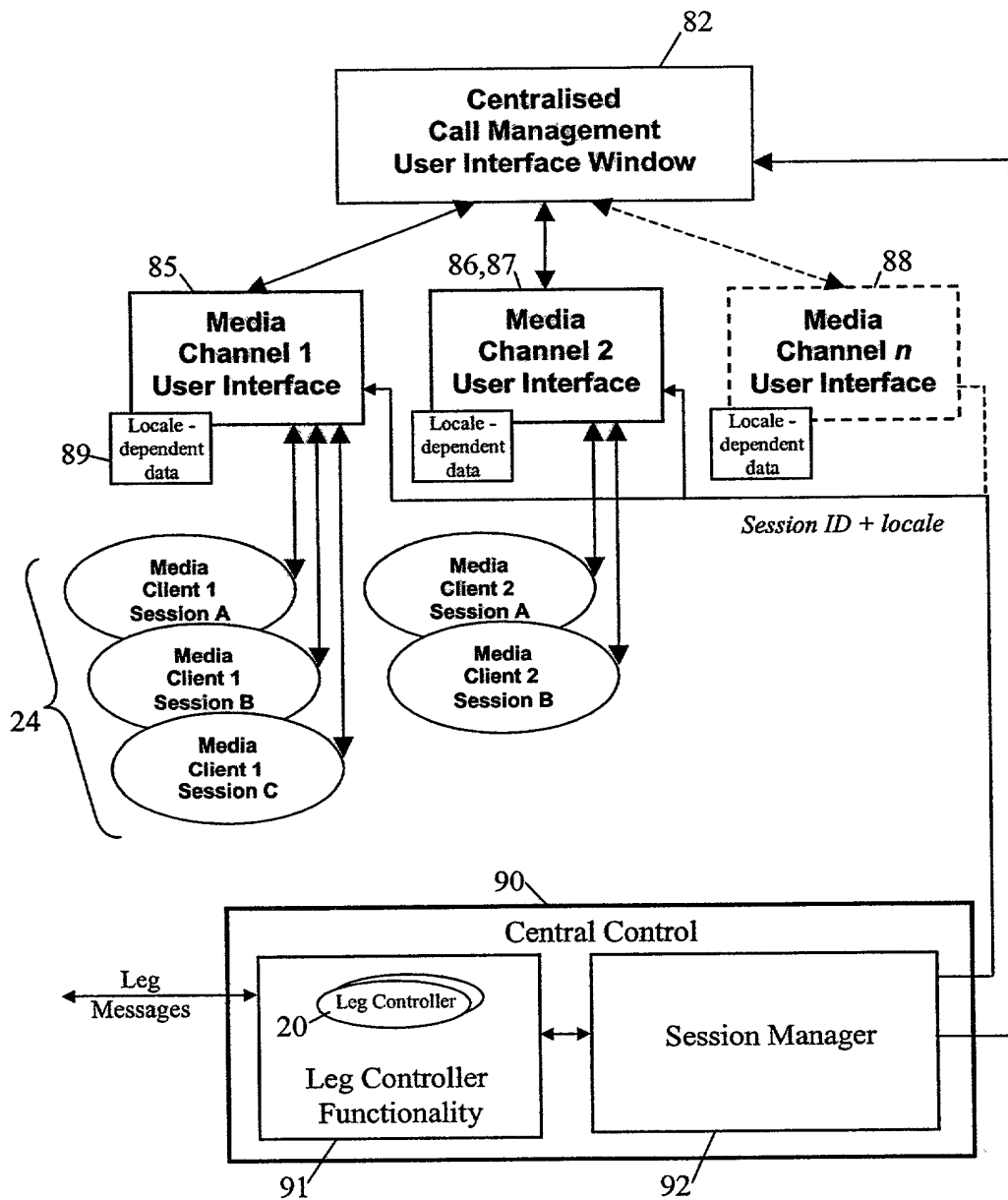


Figure 13

ICC Call Control

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Call ID	Priority	Campaign	Customer ID	Customer Name	Media	Status
41	-1	Hoovers	Cust-479550911	Fred Bloggs	Cust-479550911	Answered

82

Fig. 15

ICC Chat - English

No session for selected call.

Input text below and press RETURN

85

Fig. 16

81A 81B 81C 81D 81E

ICC Call Control

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Call ID	Priority	Campaign	Customer ID	Customer Name	Media	Status
43	-1	Hoovers	cust-1188498310	Cameron Diaz		Answered
41	-1	Hoovers	cust-479550911	Fred Bloggs		Disconnected

81

82

Fig. 17

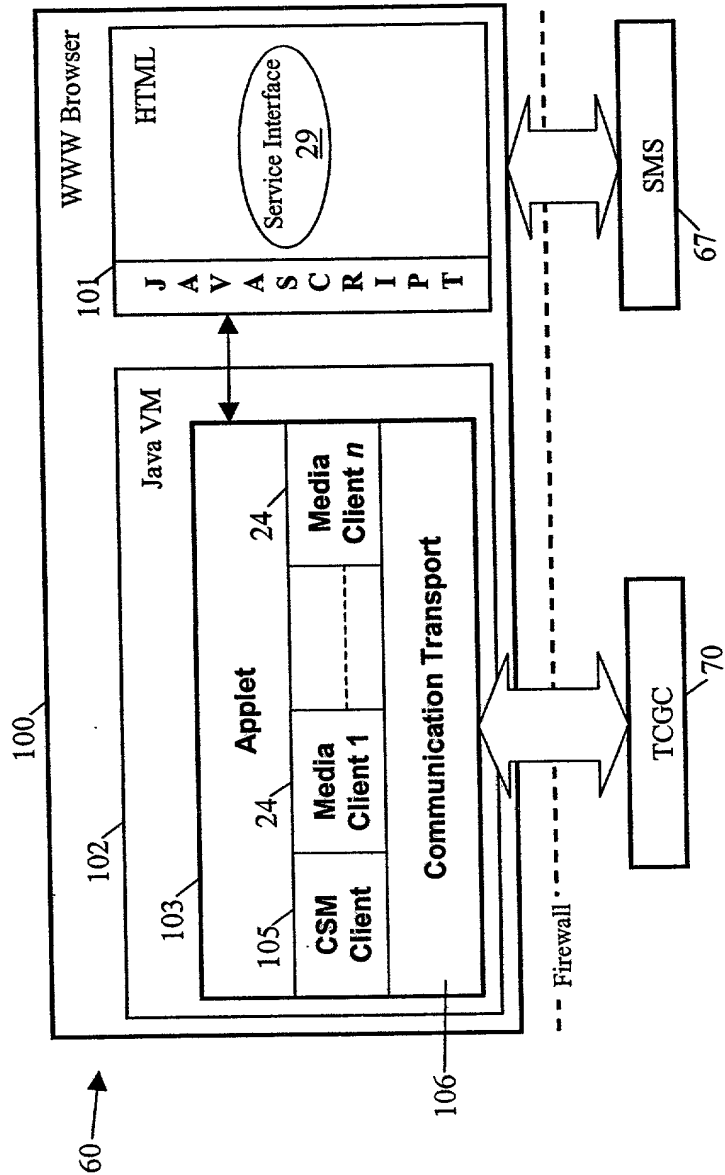


Figure 18

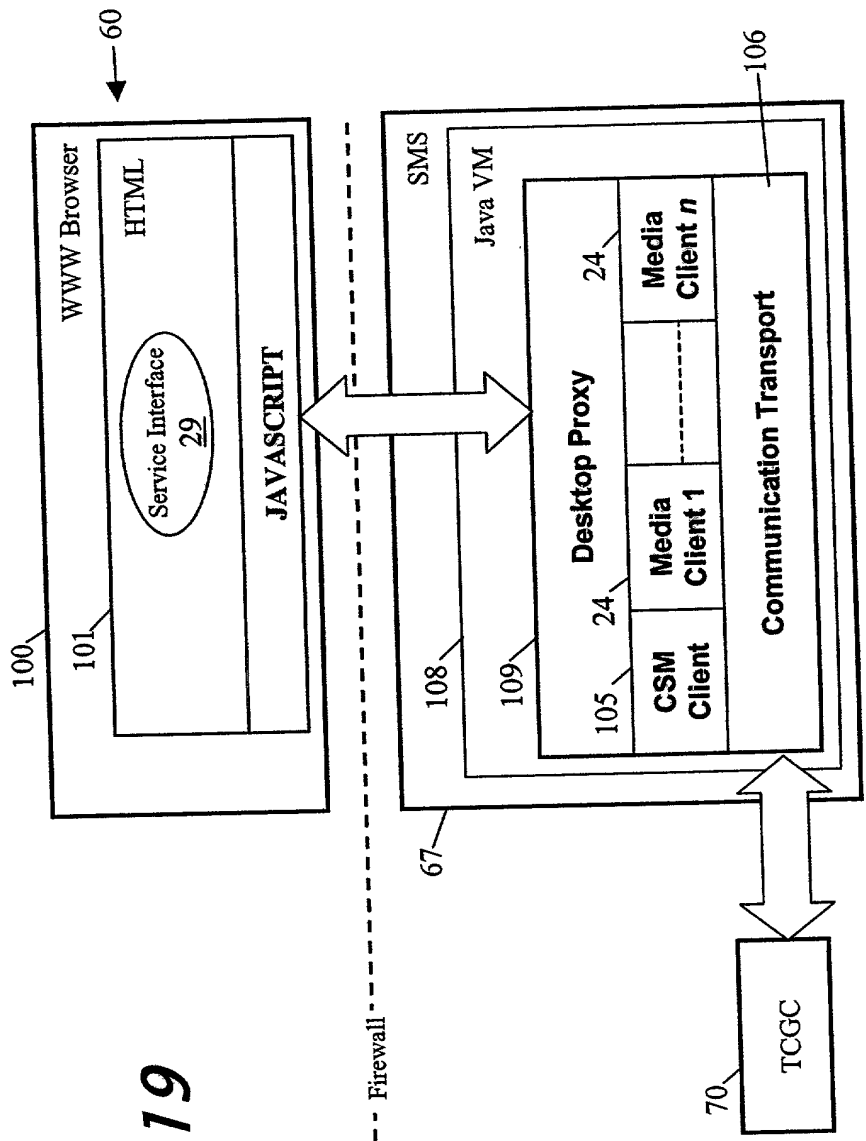


Figure 19

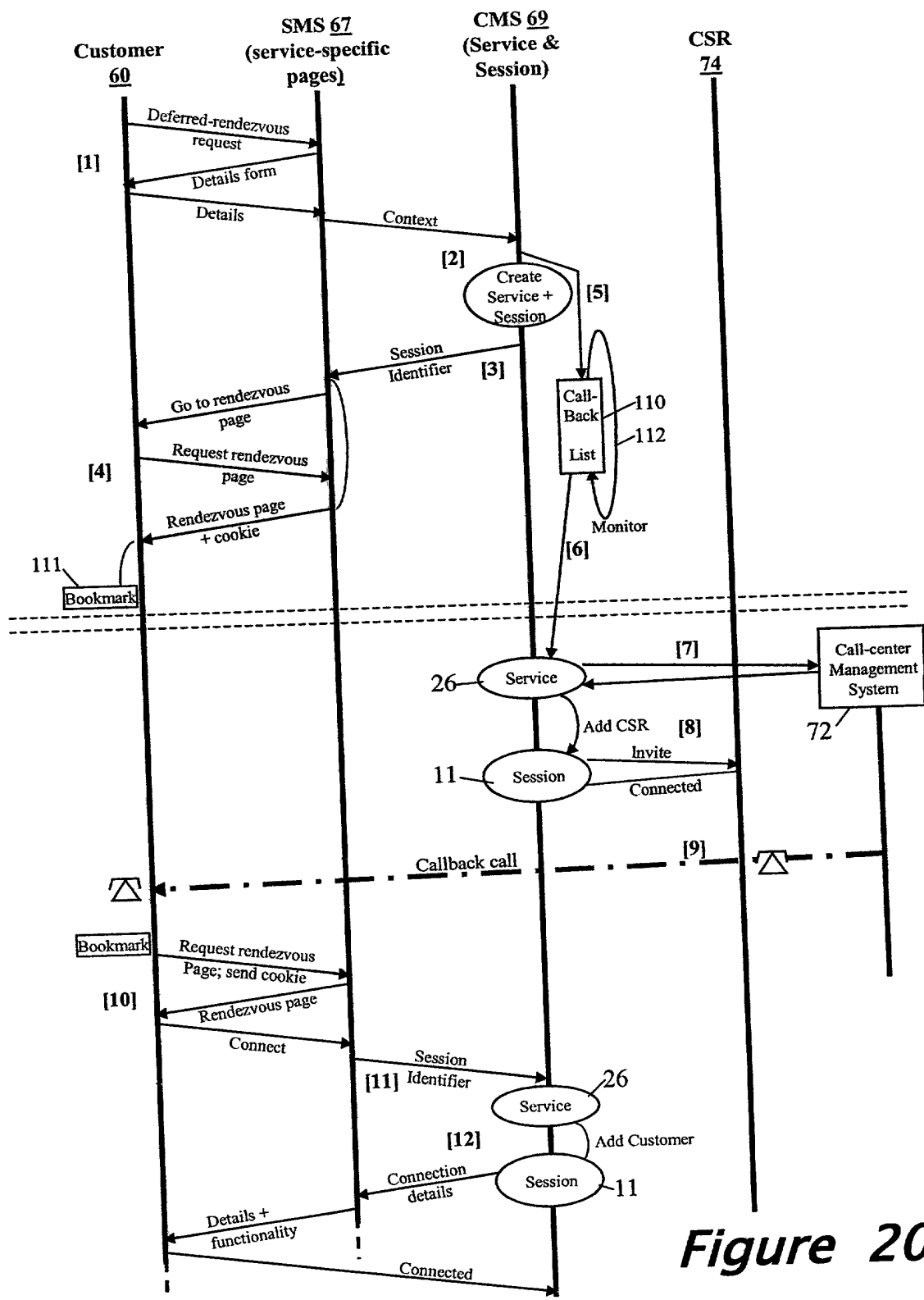
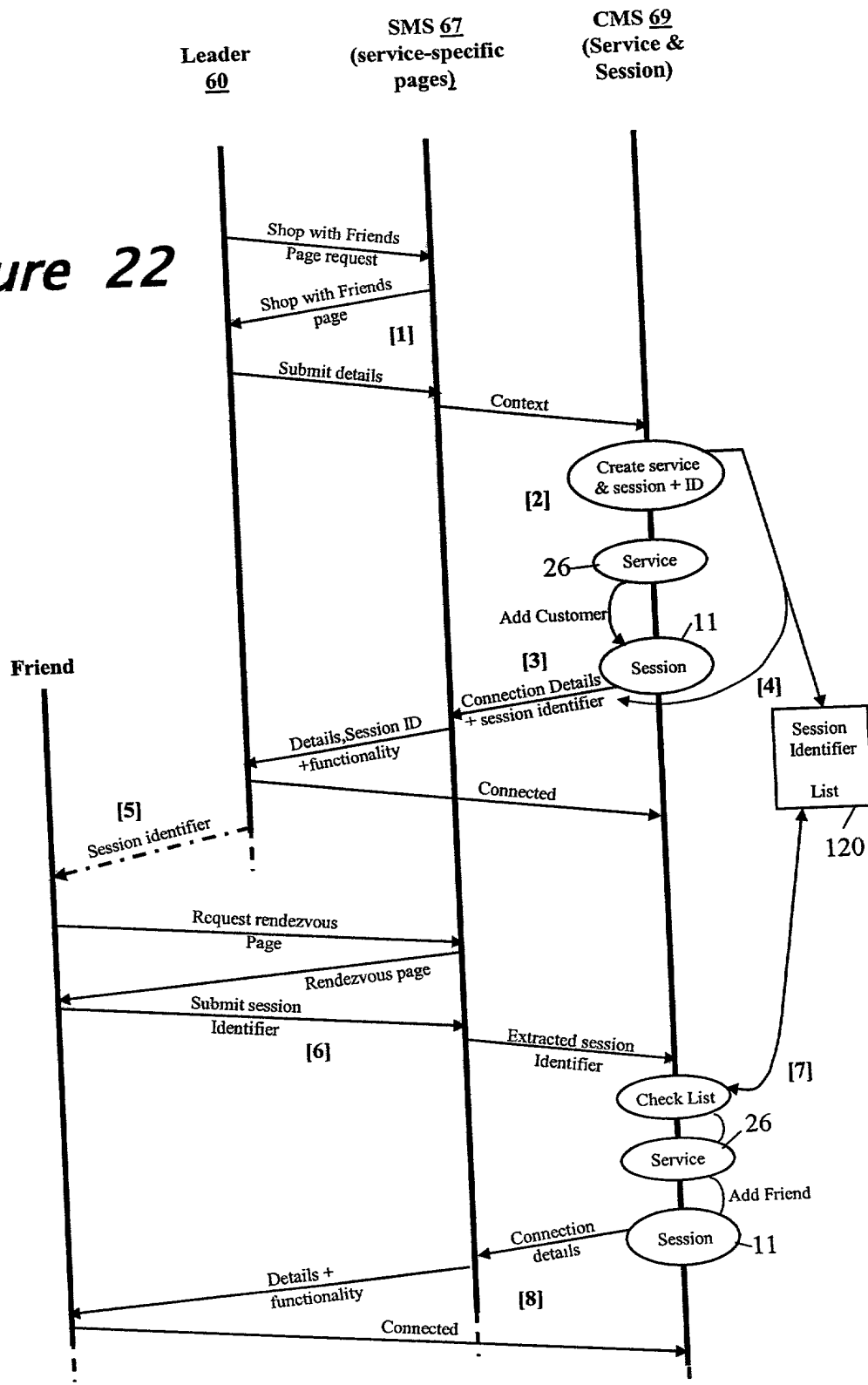


Figure 20

[illegible]

Figure 21

Figure 22



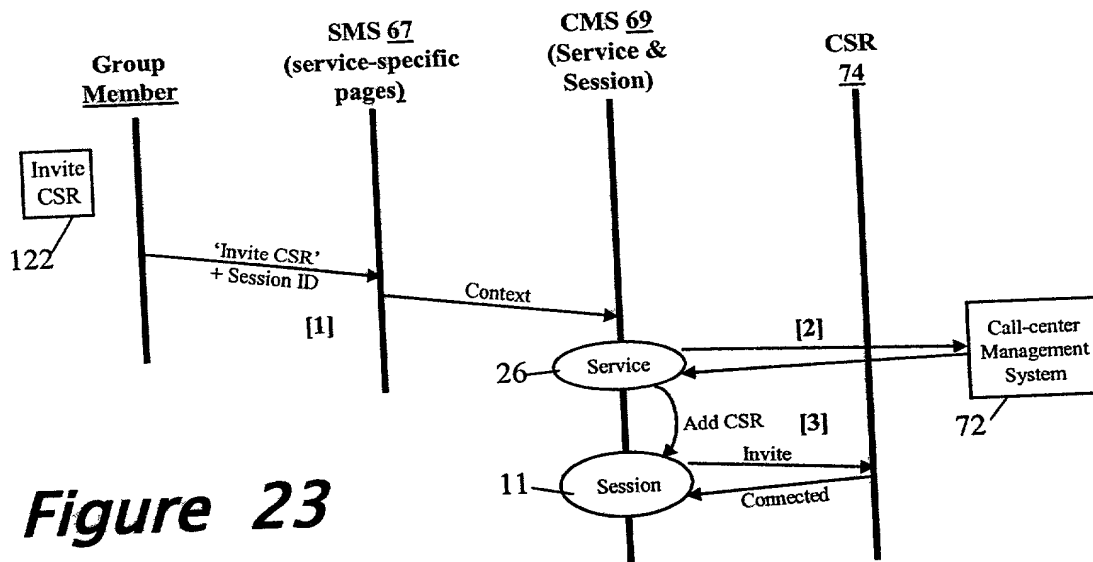


Figure 23

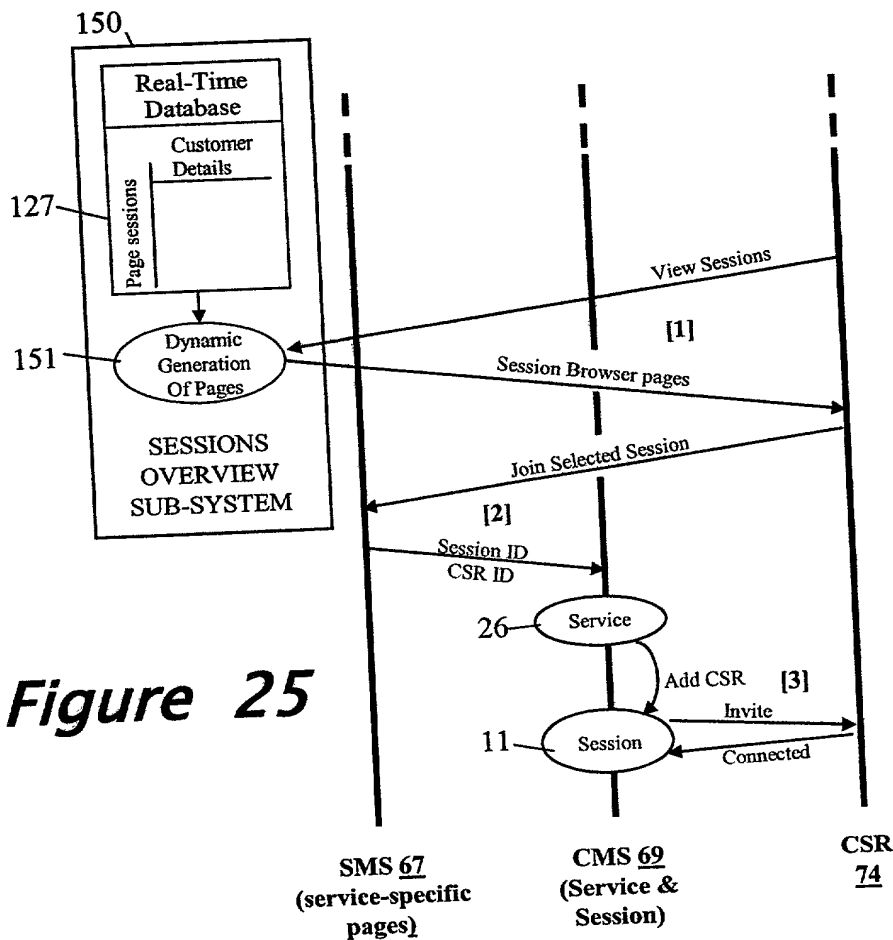


Figure 25

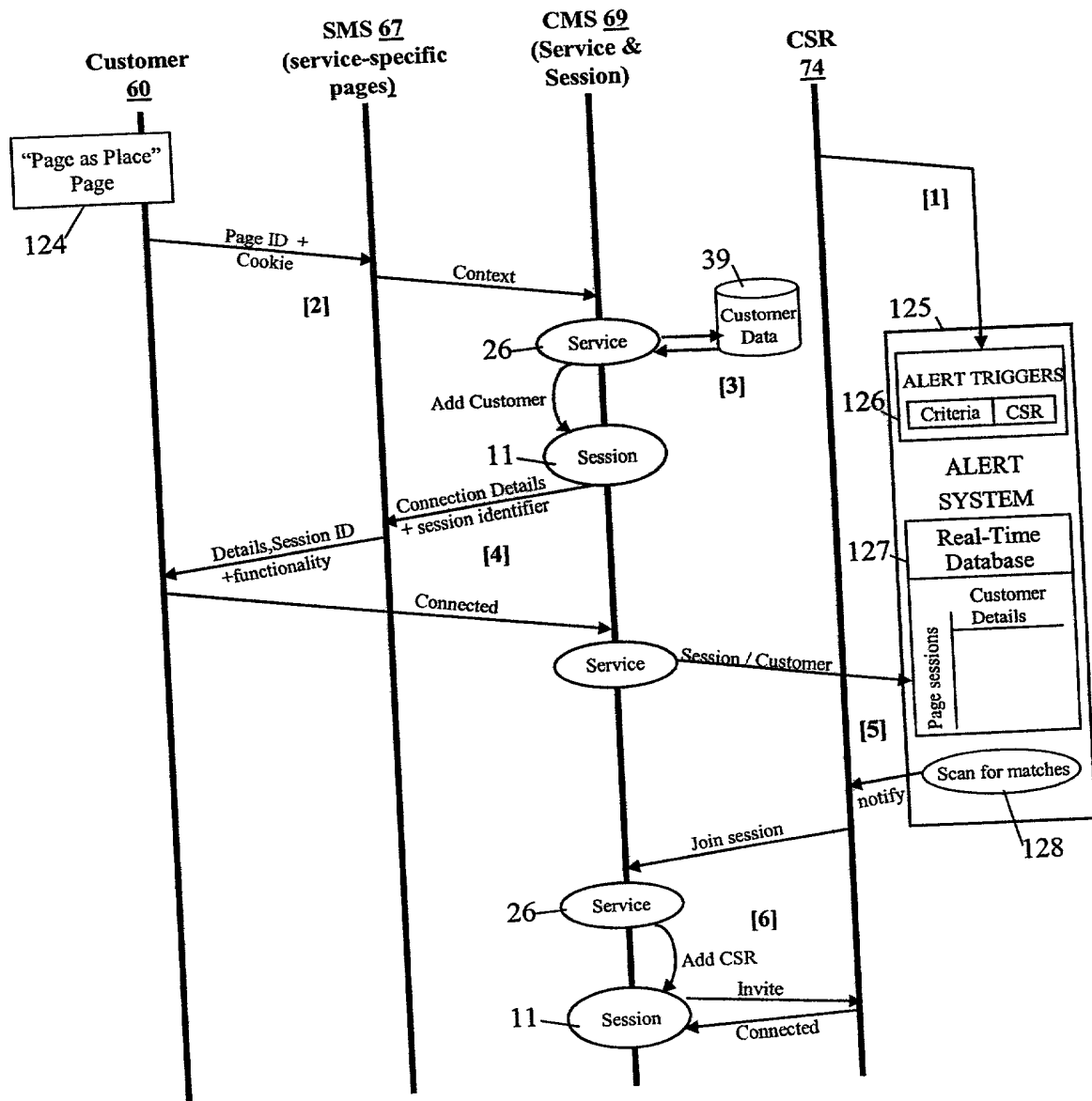


Figure 24

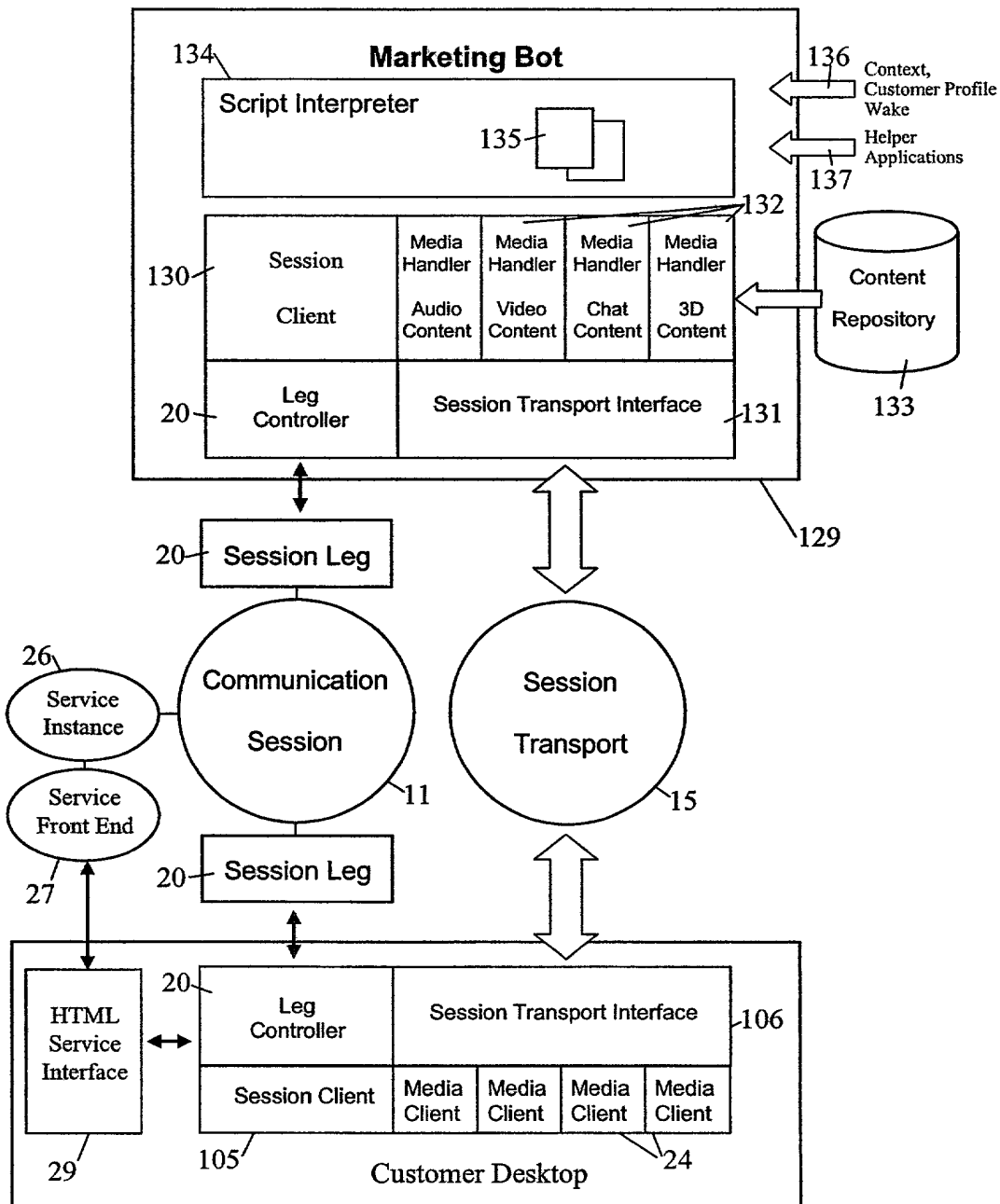


Figure 26

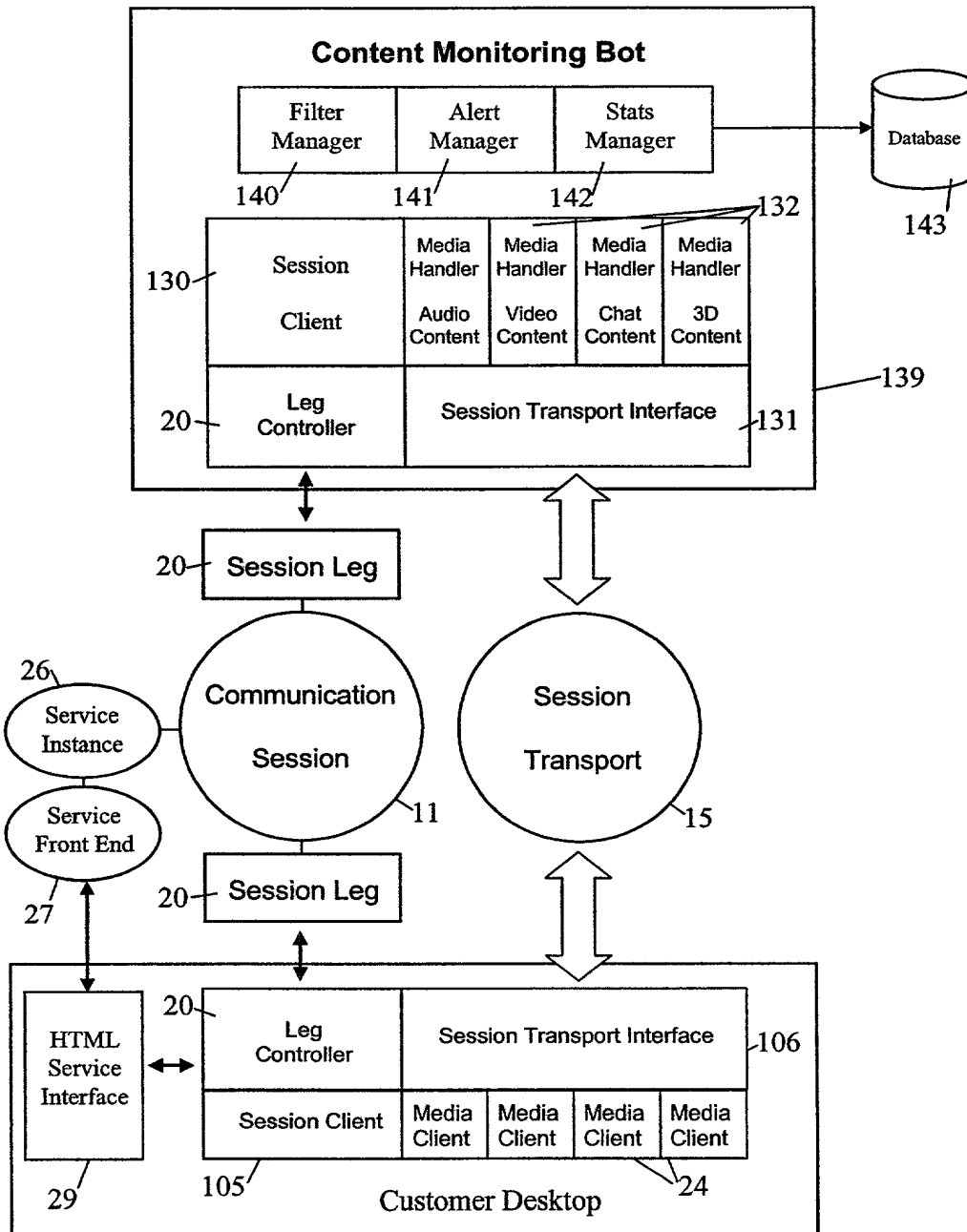


Figure 27